












Administrator Directions for the Web Enrollment System

A. Logging In

1	<p>Log onto the internet using your personal Web Enrollment Password. You do not need a separate password to gain administrator access.</p> <p>You may use a work, home or public computer when logging in.</p>
2	<p>Go to https://openenroll.ky.gov/ To enlarge the page so the welcome page fills your entire screen click on the middle button located on the top right hand side of your screen. It should look like this:</p>  <p>You may also access the Web Enrollment System from www.KEHP.ky.gov. A link to “Your KEHP Online Access” is provided.</p>
3	<p>Review the instructions on the welcome page, then click the “continue” button at the bottom of the screen. If you are unable to see the continue button, please scroll down to the bottom of the screen using your arrow keys or the scroll bar on the right hand side of the screen.</p>
4	<p>Enter your social security number, date of birth and your Web Enrollment password, then click the “Login” button. These three (3) pieces of information allow you secure and private access to the program and also ensure no other person can log in and access your account.</p> <div data-bbox="380 865 883 1276"> <p>Enter Your Login Credentials</p> <p>Social Security Number: <input type="text" value="999999999"/> #####</p> <p>Date of Birth: <input type="text" value="12/12/1955"/> MM/DD/YYYY</p> <p>Password: <input type="password" value="••••••••"/></p> <p><input type="button" value="Login"/> <input type="button" value="Exit"/></p> </div> <p><i>Notes:</i></p> <ul style="list-style-type: none"> • Please ensure your Num Lock is ON and your Caps Lock is OFF. • Do not put dashes in the social security number. • Use the date format shown. • Make sure the first 2 letters of the password are capitalized. • After three (3) tries, you will be locked out and will need to contact the Department for Employee Insurance for a new password.
5	<p>You will be brought to the “Administrative Options” menu.</p> <div data-bbox="370 1333 1362 1745"> <p>Administrative Options</p> <p>How do you want to proceed?</p> <div>  My Benefits  IC Functions  PB&R Billing </div> <div>  Reset an Account  Company Statistics </div> </div>


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B. Administrative Options

1	Five options will be presented: My Benefits, Reset an Account, IC Functions and Company Statistics. Brief explanations are given below that explain how each option will enable you to complete your job duties.
2	 <p>My Benefits</p> <p>Click on “My Benefits” to view your personal information. During the plan year, you may use this option to view and update your personal information (address, etc) and view your enrollment elections. During Open Enrollment, you will use this option to update your personal information and select your benefits for the upcoming plan year.</p> <p>Note: During Open Enrollment, the web enrollment system will be open to administrators past the normal deadlines given to employees. This is to ensure you, as an administrator, have enough time to key paper application enrollments into the web enrollment system. In the instructions below, this time period is referred to as the “administrator extension.” However, your personal enrollment choices are subject to the same Open Enrollment regulations and deadlines as employees.</p>
3	 <p>Reset an Account</p> <p>Click on “Reset an Account” to view and reset passwords for any employee within your company.</p>
4	 <p>IC Functions</p> <p>Click on “IC Functions” to view the IC Functions Menu. During the plan year, you may use this option to view other employee’s elections, add new employees and terminate employees who have ended their employment with your company. During Open Enrollment, you may use this menu option to enroll employees for the upcoming plan year if they have filled out a paper application.</p>
5	 <p>Company Statistics</p> <p>Click on “Company Statistics” to obtain reports on members of your company. The reporting module will give a complete listing of enrollments in Health Insurance plans, Waivers, Flexible Spending Accounts (FSAs) and Health Reimbursement Accounts (HRAs).</p>
6	 <p>Billing</p> <p>Click on “Billing” to view bills for members of your company. If you are also an FH or FA, you have access to work on the bills. Web Billing System Instructions may be obtained by contacting the Financial Management Branch at (502) 564-9097.</p>


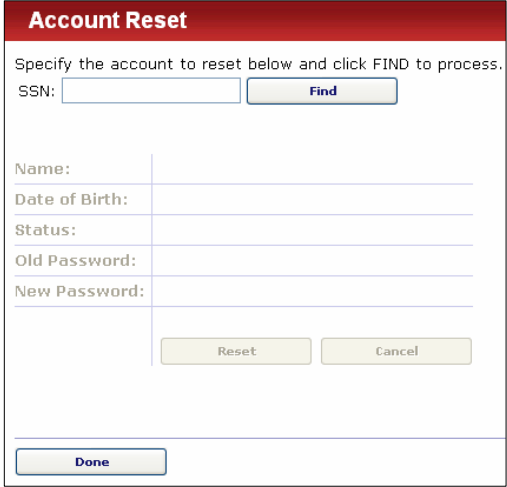

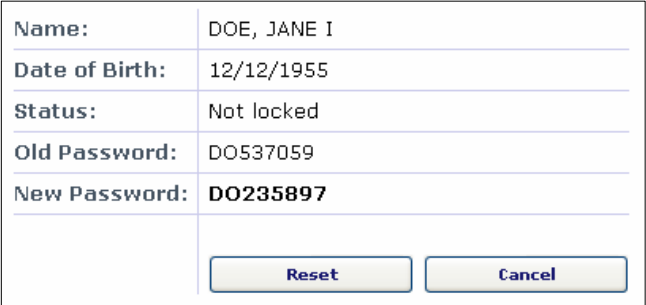
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C. My Benefits

1	<p>From the “Administrative Options” Menu, click on “My Benefits.”</p>  <p>My Benefits</p>														
2	<p>Your “Employee Plan Elections” Screen will be displayed. Click on the plan year you wish to review. During Open Enrollment, this function will allow you to enroll yourself as well as review your current enrollment selections.</p>														
3	<p>Your personal information will be brought up. Please review the information provided. If everything looks correct, click the “Keep” button. If not, click on “Change Information” and you will be able to correct any errors.</p> <div data-bbox="380 604 810 1035"> <p>Review Personal Information</p> <p>Please review the following information for accuracy</p> <table border="1"> <tr> <td>Name:</td> <td>DOE, JANE I</td> </tr> <tr> <td>Address:</td> <td>45 ANYWHERE BLVD APT # 3 FRANKFORT, KY 40601</td> </tr> <tr> <td>Phone #:</td> <td>502-222-2222</td> </tr> <tr> <td>Gender:</td> <td>FEMALE</td> </tr> <tr> <td>Marital Status:</td> <td>SINGLE</td> </tr> <tr> <td>Date of Birth:</td> <td>12/12/1955</td> </tr> <tr> <td>EMail:</td> <td>JANE.DOE@KY.GOV</td> </tr> </table> <p> <input type="button" value="Keep"/> <input type="button" value="Change Information"/> </p> </div>	Name:	DOE, JANE I	Address:	45 ANYWHERE BLVD APT # 3 FRANKFORT, KY 40601	Phone #:	502-222-2222	Gender:	FEMALE	Marital Status:	SINGLE	Date of Birth:	12/12/1955	EMail:	JANE.DOE@KY.GOV
Name:	DOE, JANE I														
Address:	45 ANYWHERE BLVD APT # 3 FRANKFORT, KY 40601														
Phone #:	502-222-2222														
Gender:	FEMALE														
Marital Status:	SINGLE														
Date of Birth:	12/12/1955														
EMail:	JANE.DOE@KY.GOV														
4	<p>During Open Enrollment, you will be directed through the same enrollment screens that employees see and make changes on. Please refer to the Web Enrollment Directions in the Employee Handbook. After making your benefit selections, you will need to log out of the Web Enrollment System and log back in to return to your “Administrator Options” Menu.</p> <p>During the plan year, you will be directed to view your personal insurance elections. After viewing your elections, scroll down to the bottom of the page. You may click on the “OK” button to return to your “Employee Plan Elections” screen or you may click on the “Print” button to print a copy of your enrollment elections.</p> <div data-bbox="406 1346 920 1392"> <input type="button" value="OK"/> <input type="button" value="Print"/> </div> <p>In order to continue administrative functions, you must log out of the Web Enrollment System and log back in.</p>														


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D. Reset an Account

1	<p>From the “Administrative Options” Menu, click on “Reset an Account”</p>  <p>Reset an Account</p>
2	<p>The “Account Reset” screen will be displayed, from which you may locate an existing password for an employee or reset a password for an employee.</p> 
3	<p>Enter the employee’s social security number in the SSN field and click the “Find” button.</p> 
4	<p>The employee’s name, date of birth, account status, old (original) password and a potential new password are displayed.</p> 
5	<p>If you need the old (original) password to convey to the employee, make note of the password and click the “Cancel” button. Then, click the “Done” button at the bottom of the screen. You are done with the “Account Reset” screen.</p> <p>If you need to reset a password, click the “Reset” button. The employee’s new password will be displayed. Please make note of the password.</p> <div> <p>Success! The account 111221111 was successfully modified and enabled. Please note the password of DO235897 for future logins.</p> </div> <p>Click the “Done” button at the bottom of the screen. You are done with the “Account Reset” screen.</p>


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E. IC Functions: View Employee Elections

1	<p>From the “Administrative Options” Menu, click on “IC Functions.”</p>  <p>IC Functions</p>
2	<p>The “IC Functions” Menu will be displayed. Five (5) options are presented:</p> <div><div><p>IC Functions</p><ol style="list-style-type: none">1. View Employee Elections2. Change Employee Elections3. Add a New Employee4. Terminate Employee5. Done</div><div><p>View Employee Elections, Change Employee Elections, Add a New Employee, Terminate Employee and Done.</p></div></div> <p><i>Note: Clicking on “Done” will bring you back to the “Administrative Options” Menu.</i></p>
3	<p>To view elections for your employees, click on “View Employee Elections”.</p> <ul style="list-style-type: none">• Enter the employee’s social security number on the “Account Selection” screen and click the “Process Account” button to continue. <div><p>Social Security Number: <input type="text"/></p><p><input type="button" value="Process Account"/> <input type="button" value="Cancel"/></p></div> <ul style="list-style-type: none">• The employee’s “Employee Plan Election” screen will be displayed. Click on the plan you wish to view.• The employee’s Personal Information will be displayed. Click on “Update Information” if an update needs to be made or on “Keep” if the information is accurate.• The employee’s elections (regardless of status, i.e... Active or Unedited) will be displayed for your review. Scroll down to the bottom and click on “OK” to go back to the “Administrative Options” Menu or “Print” to print a copy of the employee’s active or unedited insurance elections.


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F. IC Functions: Change Employee Elections

1	<p>From the “Administrative Options” Menu, click on “IC Functions.”</p>  <p>IC Functions</p>
2	<p>The “IC Functions” Menu will be displayed. Five (5) options are presented:</p> <div data-bbox="381 420 857 766"> <p>IC Functions</p> <ol style="list-style-type: none"> 1. View Employee Elections 2. Change Employee Elections 3. Add a New Employee 4. Terminate Employee 5. Done </div> <p>View Employee Elections, Change Employee Elections, Add a New Employee, Terminate Employee and Done.</p> <p><i>Note: Clicking on “Done” will bring you back to the “Administrative Options” Menu.</i></p>
3	<p>To change elections for your employees, click on “Change Employee Elections”.</p> <ul style="list-style-type: none"> • Enter the employee’s social security number on the “Account Selection” screen and click the “Process Account” button to continue. <div data-bbox="618 972 1094 1108"> <p>Social Security Number: <input type="text"/></p> <p><input type="button" value="Process Account"/> <input type="button" value="Cancel"/></p> </div> <ul style="list-style-type: none"> • If the employee’s enrollment period has already passed <ul style="list-style-type: none"> ❖ The employee’s “Employee Plan Elections” screen will be displayed. Click on the plan you wish to view. ❖ The employee’s Personal Information will be displayed. Click on “Update Information” if an update needs to be made or on “Keep” if the information is accurate. ❖ The employee’s elections will be displayed for your review. Scroll down to the bottom and click on “OK” to go back to the “Administrative Options” Menu or “Print” to print a copy of the employee’s insurance elections. • If the employee’s enrollment period is still open: <ul style="list-style-type: none"> ❖ The employee’s “Employee Plan Elections” screen will be displayed. Click on the plan you wish to update. ❖ The employee’s Personal Information will be displayed. If the information is incomplete, the “Update Personal Information” screen will be displayed for data entry. If the information has already been entered, the “Review Personal Information” screen will be displayed. Click on “Update Information” if an update needs to be made or on “Keep” if the information is accurate. ❖ After the employee’s personal information has been entered and verified, the “Member Main Menu” will be displayed. All elections from the paper application may be entered at this time by going through the menu options.

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G. IC Functions: Add a New Employee


1	<p>From the “Administrative Options” Menu, click on “IC Functions.”</p>  <p>IC Functions</p>
2	<p>The “IC Functions” Menu will be displayed. Five (5) options are presented:</p> <div data-bbox="380 434 855 781"> <p>IC Functions</p> <ol style="list-style-type: none"> 1. View Employee Elections 2. Change Employee Elections 3. Add a New Employee 4. Terminate Employee 5. Done </div> <p>View Employee Elections, Change Employee Elections, Add a New Employee, Terminate Employee and Done.</p> <p><i>Note: Clicking on “Done” will bring you back to the “Administrative Options” Menu.</i></p>
3	<p>To add a new employee, click on “Add a New Employee”.</p> <p>You have the ability now to do the following:</p> <ul style="list-style-type: none"> ❖ New Employee shell only After the New Employee shell is created, the new employee may log in and enroll anytime during his/her enrollment period. If you have a paper application, you may either continue entering information or you may stop and mail the paper application to DEI for processing. If you enter the paper application online, please do <i>not</i> mail it to DEI as back-up. ❖ New Employee shell & Personal Information only After the New Employee shell is created, you may continue entering personal information about the employee. If you have a paper application, you may either continue entering information or you may stop and mail the paper application to DEI for processing. If you enter the paper application online, please do <i>not</i> mail it to DEI as back-up. ❖ New Employee shell, Personal Information and Enrollment Elections <p>If you go with the 3rd option, you must key the employee’s information from a paper Health Insurance application that was completely filled in and signed by the employee within their deadline.</p> <p>If the employee has not completed an application within the deadline, you are allowed to enter their New Employee shell & Personal Information and then exit the employee’s plan. At that time, the system will know the deadline has expired and will assign a forced waiver.</p> <p>If the employee HAS completed an application within the deadline but you key the information into the Web Enrollment system after the deadline, please ensure you enter the New Employee shell, Personal Information and Enrollment Elections at the same time. If you log off or go to an outside website during data entry, the system will assume you are finished and will assign a forced waiver to the employee. When this occurs, the application must be mailed to DEI for data entry.</p>

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4	<p>The “Add New Employee” screen will be displayed for data entry. When you enter a new employee on the web, you are entering what is commonly referred to as an “employee shell”.</p> <ul style="list-style-type: none"> • Enter all information and click on “Add” when finished. • If your employee shell was successfully created, an informational page will be displayed. It will contain the employee’s information. Please print this page (in landscape format) by clicking on the print icon. Then, give it to the new employee. It contains his/her password and other important information. • If your employee was not successfully created, you will be prompted to have the employee fill out a paper health insurance application and submit it to the Department for Employee Insurance. This may occur if the employee is already employed with another company. Click “OK” and the system will bring you back to the “IC Functions” Menu.
5	<p>When you are finished entering the employee shell and have received a successful notification, there will be a question at the bottom of the screen:</p> <p>Enter Personal Information?</p> <ul style="list-style-type: none"> ❖ By clicking “Yes”, you will be brought to the “Update Personal Information” screen where the employee’s address, phone number, etc, can be filled in. After filling in the fields, click on “Update Information.” ❖ The employee’s personal information will be displayed for an accuracy review. If the information is correct, click on “Keep.” The “Member Main Menu” will be displayed. All elections from the paper application may be entered at this time by going through the menu options. ❖ By clicking “No”, you will be brought back to the “IC Functions” menu. At this time, if the employee you have entered has already passed his/her New Hire deadline, the system will assign a forced waiver and no further actions are necessary.



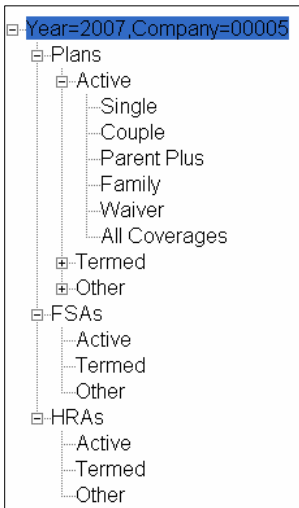

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H. IC Functions: Terminate Employee

1	<p>From the “Administrative Options” Menu, click on “IC Functions.”</p>  <p>IC Functions</p>
2	<p>The “IC Functions” Menu will be displayed. Five (5) options are presented:</p> <div style="display: flex; align-items: flex-start;"> <div style="border: 1px solid black; padding: 10px; width: 60%;"> <p>IC Functions</p> <ol style="list-style-type: none"> 1. View Employee Elections 2. Change Employee Elections 3. Add a New Employee 4. Terminate Employee 5. Done </div> <div style="margin-left: 20px;"> <p>View Employee Elections, Change Employee Elections, Add a New Employee, Terminate Employee and Done.</p> </div> </div> <p><i>Note: Clicking on “Done” will bring you back to the “Administrative Options” Menu.</i></p>
3	<p>To terminate an employee whose employment has ended, click on “Terminate Employee.”</p> <p>NOTES: Do not terminate an employee who has transferred, retired, deceased or has begun Leave Without Pay (LWOP). Send the information to DEI on a paper Update Form.</p> <p>If the employee has resigned with your company and you are not sure if they are being hired with another company (whom DEI services), please call DEI for assistance.</p>
4	<p>The “Termination of Employment” screen will be displayed. Review the instructions on the screen and enter the social security number of the employee who needs to be terminated. Click the “Find” button.</p>
5	<p>The employee’s name, date of birth and company will be displayed. Compare this information with the employee you wish to terminate to ensure they are the same person.</p>
6	<p>Enter the employment termination date (last day employee worked) in the field, using a mm/dd/yyyy format, and click the “Calculate Termination(s)” button. If you entered an incorrect date, click on “Clear” and re-enter the correct date.</p> <div style="display: flex; justify-content: center; gap: 10px; margin: 10px 0;"> <div style="border: 1px solid black; padding: 2px 10px;">Calculate Termination(s)</div> <div style="border: 1px solid black; padding: 2px 10px;">Clear</div> </div> <p>NOTE: Transfer terminations should not be entered online. Please submit transfer terminations to DEI on paper Update Forms.</p>
7	<p>The member’s termination dates for Health Insurance, Flexible Spending Accounts (if applicable) and Health Reimbursement Accounts (if applicable) will appear at the bottom for review.</p> <ul style="list-style-type: none"> Click on “Save” to apply the termination dates. Click on “Cancel” to erase the information and return to the “IC Functions” menu. The member’s information is terminated the moment you click on “Save.” If the employee is currently cross-referencing, click on “Save” to send the employee’s termination information to a work queue within the Dept. for Employee Insurance’s Health Insurance System. The member will not be terminated until the information is worked by a processor. <p>NOTE: Please remember to enter employment terminations on Ceridian for COBRA notification purposes.</p>

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I. Company Statistics

1	<p>From the “Administrative Options” Menu, click on “Company Statistics.”</p> <div><p>Company Statistics</p></div>																										
2	<p>Two selection criteria must be entered:</p> <p>Plan Year Company</p> <p>Using the drop-down arrows on the right, click on the Plan Year of your choice and, if you are the administrator of multiple companies, click on the company number you wish to view. When you have selected your criteria, click on “Continue.” If you wish to return to the “Administrative Options” Menu, click on “Cancel.”</p>																										
3	<p>Instructions will be displayed at the top of the next screen. Please review them and proceed with drilling down to the group of employees you wish to review.</p> <p>The first header that you can open contains the Plan Year and company number you previously chose as the selection criteria (step 2 above). Click on the box  next to the header and sub-folders will drop down. Continue to click on the boxes to open more sub-folders.</p> <div></div> <p><i>Notes:</i></p> <p>1) If a box  exists next to a header you are clicking on, results will not be displayed. You must drill down further by clicking on the box and then choosing the group you wish to review.</p> <p>2) The “Family” header contains full family and cross-reference family plans.</p>																										
4	<p>After you have drilled down to the group you wish to review, click on the word (ex: Single) and a list will be displayed. Most of the information displayed is self-explanatory based on the column header. Please refer to the notes below for additional information.</p> <table><tr><th></th><th>SSN</th><th>First Name</th><th>Last Name</th><th>Company</th><th>Effective</th><th>Termed</th><th>Status</th><th>Plan Choice</th><th>Option</th><th>Coverage</th><th>Cross Ref</th><th>Election Source</th></tr><tr><td>View</td><td>1000000000</td><td>KEITH</td><td>TEST</td><td>55795</td><td>8/1/2007</td><td></td><td>ACTIVE</td><td>143</td><td>SELECT</td><td>PARENT PLUS</td><td>N</td><td>PLANHOLDER</td></tr></table> <p><i>Notes:</i></p> <p>1) The header titled “Election Source” contains information pertaining to how the employee’s plan came to be. If the employee enrolled him/her self, the election source will state “PLANHOLDER.” If the employee did not re-enroll during Open Enrollment and subsequently rolled into the next plan year, the election source will state “ROLLOVER.”</p> <p>2) The “view” link beside each SSN will only be displayed if the member’s plan was active sometime during the current plan year. Click on the link to drill down further into the member’s information.</p> <p>3) For HRAs and FSAs, please note the amounts shown in the far right column are the annual election amounts. They do not reflect monthly or weekly amounts, nor do they involve amounts billed or received.</p>		SSN	First Name	Last Name	Company	Effective	Termed	Status	Plan Choice	Option	Coverage	Cross Ref	Election Source	View	1000000000	KEITH	TEST	55795	8/1/2007		ACTIVE	143	SELECT	PARENT PLUS	N	PLANHOLDER
	SSN	First Name	Last Name	Company	Effective	Termed	Status	Plan Choice	Option	Coverage	Cross Ref	Election Source															
View	1000000000	KEITH	TEST	55795	8/1/2007		ACTIVE	143	SELECT	PARENT PLUS	N	PLANHOLDER															
5	<p>To sort the list, click on the column header you wish to sort by.</p>																										
6	<p>To print the list, go to the menu options on your internet explorer, set the page orientation to landscape, change the paper size to Legal, and print using the print option or icon within your internet program.</p>																										

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7	Two links are available on the top right of the list. “New Search” will return you to the main screen to re-enter the Plan Year and Company. “Folder View” will return you to the large folder display (shown in step 3 above)
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J. Updates and Changes

1	<p><u>Social Security Number (SS#)</u></p> <p>If you have entered a new employee shell under an incorrect social security number, please contact the Dept. for Employee Insurance (DEI) for the shell SS# to be corrected. After DEI has corrected the SS#, you may proceed with previous duties which were halted by the error.</p>
2	<p><u>Company Number (Co#)</u></p> <p>If you have entered a new employee shell under an incorrect company number, please contact the Dept. for Employee Insurance (DEI) for the unedited shell to be rejected. After DEI has rejected the incorrect shell, you may re-enter the employee shell using the correct Co#.</p>
3	<p><u>Hire Date</u></p> <p>If you have entered a new employee shell using an incorrect hire date, please contact the Dept. for Employee Insurance (DEI) for the hire date to be corrected. If the shell has already been activated and the corrected hire date causes the effective date to become incorrect, DEI will terminate the plan, allowing you to re-enter the information. If the shell is still unedited, DEI will reject the incorrect shell, allowing you to re-enter the information.</p> <p>For an existing active employee who has an incorrect hire date, please notify DEI by a paper Update Form or via email.</p>
4	<p><u>Date of Birth</u></p> <p>All date of birth corrections must be submitted to DEI on a paper Update Form or via email.</p>
5	<p><u>Termination Date</u></p> <p>Employment and Insurance termination dates may not be corrected online at this time. Corrections must be submitted to DEI via paper Update Form or email.</p>
6	<p><u>Plan Information</u></p> <p>A previously entered plan may only be corrected during the enrollment period for that event.</p> <ul style="list-style-type: none"> Open Enrollment plans may be corrected during the Open Enrollment period by the employee. The Insurance Coordinator may correct the Open Enrollment plan based on a paper application during the enrollment period, up until the administrator extension days are completed. <i>Example: Open Enrollment Ends Nov. 3rd. The employee may enroll as many times as he/she wishes during the enrollment period. The Insurance Coordinator may correct the plan during the enrollment period and up to 2 weeks after Open Enrollment has ended. The additional 2 weeks are the administrator extension days.</i> New Employee plans which need to be corrected follow the same guidelines as stated above for Open Enrollment, with the exception of the administrator extension days. After the employee's new hire enrollment deadline has passed and either the New Employee shell has been activated <i>or</i> the employee has already logged in and activated their plan during their enrollment period, the Insurance Coordinator will not be allowed to make changes online. Plan changes would need to be documented and signed on a Health Insurance Application and mailed to DEI for review.